

SECTION A

INTRODUCTION

01 CONTACTING THE CUSTOMER CONTACT CENTER

Departments will contact The Customer Contact Center (CCC) at mcpccc@sco.ca.gov . The CCC MyCalPAYS Help Desk will serve as the single point of contact for MyCalPAYS customers and will be staffed by a group of experienced agents who will resolve or assist in the resolution of all MyCalPAYS questions, problems or to initiate a process.

02 SUBMITTING DOCUMENTS TO THE MYCALPAYS OPERATIONS CENTER

The State Controller's Office (SCO) MyCalPAYS Operations Center will process all transactions and documents that are submitted for employees converted to MyCalPAYS working in departments that have not converted to MyCalPAYS.

Following are general instructions that apply to the completion and submission of forms.

1. All documents must be typed or neatly printed in blue or black ink.
2. Documents submitted should not include excessive corrections or white out.
3. All documents must have an authorized signature and include contact information, including email address and phone number.
4. Only **copies** of documents are submitted to MyCalPAYS Operations.
5. All documents submitted need to have the PERID and Remedy ticket number.
6. Fax completed forms to the "Once in MyCalPAYS" Specialist at (916) 319-9384.

Incorrect information, wrong PERID, misspelled name, etc. that does not agree with MyCalPAYS employment information can cause delays in processing

03 REPORTS, DOCUMENTS, AND INTERFACES

Reports/documents will be provided to HR departments via fax from the SCO for MyCalPAYS employees. In addition, some reports/documents/interfaces that departments currently access and print will also be provided by the SCO for MyCalPAYS employees in hard copy until the department is fully converted to MyCalPAYS. The format of the MyCalPAYS reports/documents/interfaces may appear different than what is familiar for legacy. The REPORTS/DOCUMENTS section of this guide will identify a selection of MyCalPAYS reports. Assistance interpreting the information contained in the MyCalPAYS reports can be provided by contacting the "Once in MyCalPAYS" Specialist. In this guide, only the most critical reports/documents/interfaces have been identified. If there is specific information that departments need, the department may contact the CCC and request this information on an as needed basis.



04 MYCALPAYS HELP

Additional references and information is available for departments via the MyCalPAYS Help website. The website can be found at the following link, <http://ms-cal-scoppweb.cal.tdc.ad.teale.ca.gov/gm/cabinet-1.25.302?mode=EU>.